

*To improve the quality of life for adults having mental illness, alcoholism, drug addiction, or gambling addiction by promoting their health and well being, fostering their self-sufficiency and protecting those who are at risk.*

For more information about the Division of Substance Abuse and Mental Health call (302) 255-9399  
or visit our web site at:  
[www.dhss.delaware.gov/dhss/  
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## CULTURAL COMPETENCE



**DELAWARE HEALTH AND SOCIAL SERVICES**

Division of Substance Abuse and Mental Health

Renata J. Henry, Director

## **What is Cultural Competence?**

Cultural competence is a set of congruent behaviors, attitudes and policies that come together in a system, agency or among professionals that enable them to work effectively in cross-cultural situations.

A culturally competent system acknowledges and incorporates the following at all levels:

- Valuing diversity
- Cultural self-assessment
- Vigilance toward the dynamics that result from cultural differences
- Expansion of cultural knowledge
- Adaptation of services to meet culturally-unique needs

(Cross et.al., 1989)

## ***Cultural Competence Beliefs and Values “Our Way of Doing Business”***

- DSAMH acknowledges that a person's culture is relevant to their recovery and the services they receive.
- DSAMH believes that culturally sensitive practices can help reduce barriers to effective care.
- DSAMH believes that cultural competence facilitates individualized care to the consumer.
- DSAMH respects individual differences and recognizes cultural variability as a critical component of cultural competence.
- DSAMH understands that consumer and family satisfaction with service provision is an important indicator of cultural competence.

## ***Promotion of cultural competence and cultural sensitivity is encouraged in many areas:***

- Inclusion in agency strategic plan, goals, and objectives
- Integration of cultural competence into training and in-service curricula
- Inclusion of cultural competence in contract performance measures and RFP language
- Collaborative efforts with stakeholders, recipients, families, advocates and policy makers
- Equitable distribution of resources
- Promotion of service access to all populations with specific attention given to traditionally underserved populations

